

Guidance for Common Errors on Claims/Invoices

The following is a list of the **most common errors** that are seen by the DCS invoicing unit which result in delay or denial of foster parent invoices. Please see the instructions below each item for further explanation of how to avoid these errors.

*Please also make sure you are using the most current version of the Claim for Support of Children. This version can be found on the DCS website in the “Forms” section www.in.gov/dcs/2328.htm#financeform.

1) There is no PL number and/or Case number listed on the invoice

You should receive a copy of the Individual Child Placement Referral (ICPR), where this information can be found. If you have not been given a current ICPR, you should contact the Family Case Manager and/or Foster Care Specialist and ask that the ICPR be provided to you, so that you may complete your invoice.

2) The invoice date is more than 10 days prior to the date that DCS receives it

Invoices need to be received by the DCS invoicing unit within 10 business days (includes Saturdays) of the date in the top right corner of the invoice. You should date the invoice immediately before preparing to mail it to ensure that it is received within this timeframe.

3) The ICPR is not in the system or has not been approved

You should not submit an invoice for services until you receive the ICPR (either hard copy or through the Vendor Portal). This is to ensure that the ICPR has been approved. In order to process an invoice, there has to be a valid (approved) ICPR for the placement. If you have not received a current ICPR, you should contact the Family Case Manager and/or Foster Care Specialist to inquire whether it has been approved and to get a copy, so that you may complete your invoice.

4) The invoice has incorrect dates of service—i.e. billing for the last day of foster child’s stay

DCS billing procedures do not allow for billing the last day of a child’s stay in foster care. The way the billing is set up allows a foster parent to invoice on the first day a child arrives in the home, but not on the last day in the foster placement. For example, if a child leaves your home on 5/30/12, you may bill for all days the child was in the home through 5/29/12.

5) The totals on the invoice are incorrect—i.e. not multiplying date by rate correctly, not adding columns correctly

We recommend that you use a calculator to ensure correct addition and multiplication within the invoice.

6) The invoice was mailed/submitted prior to the end of the month

You cannot submit an invoice for monthly per diem until the month is completed. For instance, the earliest that an invoice can be submitted for April services would be May 1st.

7) The invoice is dated prior to the last date of service

The date in the top right corner of the invoice must be after the last date of service you are billing for on the invoice. For instance, an invoice for monthly per diem throughout all of May should be dated June 1st or after.

8) There is no Invoice Number on the invoice (Box 4)

Each invoice must have a unique invoice number that is 8 characters or less. You may decide what the invoice number is, but you cannot use the same invoice # over again. One example might be "June12" for a June 2012 invoice. Using an abbreviation of the month and year will allow for you to have appropriate non-repeating invoice numbers.

9) There is no ST Number on the invoice (Box 3)

Your ST number is a 6 digit number that was assigned to you after you completed a Vendor Information Form and were approved as a state vendor to bill and receive payments from the State of Indiana. If you cannot find your ST number, you can log on to <http://financials.dcs.in.gov/login.aspx>. Then select "Provider Service Guide" and enter your Social Security Number.

10) There is no original signature on the invoice (Box 22)

All invoices MUST have an original signature in order to be processed. Invoices will be denied (delaying payment) without an original signature.

11) Invoice submitted more than 60 days after last date of service

You must submit an invoice no later than 60 days after the last date of service you are billing for on the invoice in order for it to be processed. Invoices submitted after that time frame cannot be reimbursed.